

## If you are dissatisfied with the outcome

You have the right to approach the  
Parliamentary & Health Service Ombudsman.

Their contact details are:

**The Parliamentary and Health Service Ombudsman**

**Millbank Tower**

**30 Millbank**

**London**

**SW1P 4QP**

**Tel: 0345 0154033**

**Website: [www.ombudsman.org.uk](http://www.ombudsman.org.uk)**

**<http://www.ombudsman.org.uk/make-a-complaint>  
(to complain online or download a paper form).**

You may also approach PALS, Healthwatch or the  
Independent Health Complaints Advocacy for help or  
advice;

The local Healthwatch can be found at:

**<http://www.healthwatch.co.uk/>**

The IHCA is able to be contacted at:

**<http://www.seap.org.uk/services/nhs-complaints-advocacy/>**

## Islington Central Medical Centre

## & Roman Way Medical Centre

### Complaints Procedure

#### MAKING A COMPLAINT

Most problems can be sorted out quickly and easily  
with the person concerned, often at the time they arise,  
and this may be the approach you try first.

Where you are not able to resolve your complaint in this  
way and wish to make a formal complaint you should do  
so, preferably **in writing** as soon as possible after the  
event and ideally within a few days, giving as much  
detail as you can, as this helps us to establish what  
happened more easily. In any event, this should be:

- Within 12 months of the incident,
- or within 12 months of you becoming  
aware of the matter

If you are a registered patient you can complain about  
your own care. You are not normally able to complain  
about someone else's treatment without their written  
authority. See the separate section in this leaflet for  
what to do in this case.

We are able to provide you with a separate complaint form to register your complaint, and this includes a third-party authority form to enable a complaint to be made by someone else. Please ask at reception for this. You can provide this in your own format providing it covers all of the necessary aspects.

## HOW TO COMPLAIN

You should address your complaint in writing to the Complaints Management team and send it to us. This can be done via:

- **Post** - please send your letter of complaint to the address shown below:  
**Islington Central Medical Centre/Roman Way Medical Centre, 28 Laycock Street, N11SW.**
- **E-mail** - please email your complaint to [islingtoncentralmc@nhs.net](mailto:islingtoncentralmc@nhs.net)

You may also make your complaint directly to NHS England, who commission our service:

By telephone: 03003 11 22 33  
By email: [england.contactus@nhs.net](mailto:england.contactus@nhs.net)  
By post: NHS England, PO Box 16738,  
Redditch, B97 9PT

## WHAT WE DO NEXT

We aim to settle complaints as soon as possible.

We will write to you to acknowledge the receipt **within 3 working days**. Our intention would be to resolve the matter for you as soon as possible and we will give an indication on how long it may take at the onset. You may be invited to meet with the person(s) concerned to attempt to resolve the issue. If the matter is likely to take longer, we will let you know, and keep you informed as the investigation progresses.

When looking into a complaint, we attempt to see what happened and why, to see if there is something we can learn from this and make it possible for you to discuss the issue with those involved if you wish to do so.

When the investigations are complete, a final written response will be sent to you.

Where your complaint involves more than one organisation (e.g. social services) we will liaise with that organisation so that you receive a coordinated reply. We may need your consent to do this. Where your complaint has been initially sent to an incorrect organisation, we may seek your consent to forward this to the correct person to deal with. The final response letter will include details of the result of your complaint and also your right to refer the matter further to the Parliamentary and Health Service Ombudsman (details shown elsewhere in this leaflet) if you remain dissatisfied with the response.

The Complaints Management Team consists of:

**Muna Ziba**  
**Dr Syed Adel Hai**

We keep to the strict rules of medical and personal confidentiality. If you wish to make a complaint and are not the patient involved, we will require the written consent of the patient to confirm that they are unhappy with their treatment and that we can deal with someone else about it. In the event the patient is deceased, then we may agree to respond to a family member or anyone acting on their behalf or who has had an interest in the welfare of the patient.

Please ask at reception for the Complaints Form, which contains a suitable authority for the patient to sign to enable the complaint to proceed. Alternatively, we will send one to you to return to us when we receive your initial written complaint.

Where the patient is incapable of providing consent due to illness, accident or mental capacity, it may still be possible to deal with the complaint. Please provide the precise details of the circumstances that prevent this in your covering letter.

Please note that we are unable to discuss any issue relating to someone else without their express permission, which must be in writing, unless the circumstances above apply. You may also find that if you are complaining on behalf of a child who is capable of making their own complaint, we will expect that child to contact us themselves to lodge their complaint.

We may still need to correspond directly with the patient or may be able to deal directly with the third party. This depends on the wording of the authority provided.